DEPARTMENT OF TRANSPORTATION SERVICES COMMITTEE FOR ACCESSIBLE TRANSPORTATION

Meeting Minutes

Date: Wednesday, September 15, 2021

Time: 1:00 p.m.

Place: Frank Fasi Municipal Building, 3rd Floor Conference Room

650 South King Street, Honolulu, Hawaii 96813

Voting Members Present:

Access to Independence: Alfonis Sound (remote)
Adult Day Centers Hawaii, Inc.: Allison Bean (remote)

At Large: Charlotte Townsend (remote)

Catholic Charities Hawaii:Peter Reyes (remote)Easterseals Hawaii:Alexa Fuller (remote)

Ho'opono Services for the Blind: Lea Dias, Chair pro tem (remote)

KOKUA Program UH Manoa: Vanessa Ito (remote) **Lanakila Pacific:** Mae Datuin (remote)

Ex-Officio Members Present:

Disability and Communication Access Board:Bryan Mick (remote)Oahu Metropolitan Planning Organization:Samantha Lara (remote)Oahu Transit Services, Inc.:Michael Randolph (remote),

Tracie Coelho (remote), Michael Cheung (remote)

Department of Transportation Services (DTS): J. Roger Morton, Eileen Mark,

Scott Ishiyama, Karisha Lawas, Maria Diosa De Mesa (remote),

Marisa Ideta (remote)

Public:

Office of Councilmember Heidi Tsuneyoshi: Councilmember Heidi Tsuneyoshi,

Kelly Anaya (remote)
Larie Manutai (remote)
Eduardo Fitzhugh (remote)
Donald Sakamoto (remote)

Citizens for a Fair ADA Ride (CFADAR):

Office of Councilmember Augie Tulba:

The Handi-Van Eligibility Center:

I. Appointment of Chair pro tem

Director R. Morton introduced himself as the new Director of DTS and welcomed the newly appointed CAT members at the first CAT meeting under his term. He explained that guidance was sought on how to handle the recent reorganization of the CAT under Sunshine Law and decided to appoint previous CAT Chair L. Dias as Chair *pro tem* for this meeting.

L. Dias introduced herself as the Administrator for Ho'opono Services for the Blind, which is part of the State Department of Human Services.

II. Call to Order

L. Dias called the meeting to order at 1:03 p.m. A roll call of all the voting members was done with 5 present achieving quorum. 3 out of 4 of the non-voting members were also present. Easterseals Hawaii, Lanakila Pacific and C. Townsend joining the meeting shortly after the roll call.

III. New Business

A. Introductions

- 1. Michael Randolph, OTS Paratransit Vice President
- Eduardo Fitzhugh, TheHandi-Van Eligibility Center Manger Started as Program Manager of TheHandi-Van Eligibility Center in June 2021.
- Vanessa Ito, UH KOKUA Program Representative
 Director of the UH KOKUA Program which is in the Manoa Campus that serves the students.
- 4. Charlotte Townsend, At Large CAT member (She was having technical difficulties connecting to the meeting at the time of introductions and did not introduce herself).

5. Remaining CAT members

A. Fuller as representative of Easterseals. M. Datuin as representative of Lanakila Pacific.

A. Bean is the Executive Director of the Windward Senior Daycare and the President of the Adult Day Centers Hawaii. S. Lara has been a Community Planner with OMPO since January 2020.

T. Coelho with OTS Paratransit. S. Ishiyama is the Chief of the Paratransit Operations Branch under the Transportation Mobility Division in DTS. E. Mark is the Chief of the Transportation Mobility Division which encompasses the Paratransit Operations, Fixed Route Operations, Facilities and Equipment, and Rail Operations and Maintenance Branches.

6. Other Attendees

D. Sakamoto as President of the Citizens for a Fair ADA Ride and a former CAT member. K. Anaya as representative from Councilmember Tsuneyoshi's office. L. Manutai as representative from Councilmember Tulba's office. M. De Mesa, M. Ideta and K. Lawas are Planners in the Paratransit Operations Branch.

B. Approval of March 22, 2019 Meeting Minutes

Motion to approve the minutes was introduced by A. Fuller, seconded by V. Ito and was unanimously approved.

D. Sakamoto raised that the October 25, 2018 Meeting Minutes has yet to be approved. DTS acknowledged this and will include it in the next CAT meeting's agenda.

C. The Handi-Van Medicaid Funded Paratransit Trips

R. Morton started with a background of Medicaid-funded paratransit trips and the current practices in Honolulu in comparison with other states, as well as the opportunities for Hawaii to get more federal support.

TheHandi-Van ridership has been increasing at a fairly rapid rate over the years. For the purpose of the presentation, the FY19 data was selected as this was the most recent year without the downturn in ridership caused by the pandemic. The data combines in-house and supplemental provider trips, from four to five supplemental providers, including two taxi companies and 2-3 group van supplemental providers. The City of Honolulu has the most trips per capita annually of the larger systems in the country. A significant portion of TheHandi-Van ridership comes from agencies funded by the Medicaid program known to CAT members as waiver program agencies administered by the State Department of Health's Developmental Disability (DD) Division. In the past three years (2017-2019), there has been a steady decline in these types of trips, which can be positively attributed to the City's Agency Provided Trips program. About 200,000 trips are being provided to waiver

agencies. The second program funded by Medicaid is the assurance of transportation within the Social Security Act where the State of Hawaii has chosen to provide appropriate transportation where it is needed. While this program first looks into close relatives for transportation, there are persons that do not have this safety network so they need TheHandi-Van. The number of such individuals has risen quite substantially, which may have been brought on by the two largest providers or brokers. One is the Med-QUEST program, which has five managed care organizations (MCOs) responsible for providing transportation. Through the years, the MCOs have contracted out with brokers to provide transportation. All Medicaid transportation costs are eligible medical costs under the Social Security Act and are accumulated and ultimately paid for in a federal-state program.

Recognizing the impact of agency trips on TheHandi-Van, DTS started a program called Agency Provided Trips about 10 years ago. Agencies are subsidized by the City to provide their transportation services rather than relying upon TheHandi-Van. These trips cost less than a quarter of the cost of a TheHandi-Van trip, such that an agency trip costs about \$10 while TheHandi-Van trip costs \$40. Under the program, agencies have the flexibility to use their own vehicles for other social needs in the community, such as trips to the shopping center. The program has been tremendously successful and is able to provide more than 225,000 trips per year. Unfortunately, not all agencies are willing or able to provide transportation as some agencies are too small to initiate such a program. While there has been some growth over the past three to four years, the program has largely plateaued.

In terms of the total TheHandi-Van trips, there are about 1.2 million annual trips including the Agency Provided Trips. About 500,000 trips are supported by the Medicaid program, which is about 45% of all TheHandi-Van trips per year, hence obviously impacting the service.

Examples of Medicaid trips and the assurance of transportation might include: a) mainland air transport; b) ambulance ride or emergency medical transportation; c) a gurney trip from Queen's Hospital to a rehab hospital; d) a system like TheHandi-Van; e) a privately-operated wheelchair ramp vehicle; or, f) a taxi. The difference across these trips is the fare, which has been \$2.00 for The Handi-Van while a comparable trip on a privatized system (item f) can be \$40.00. According to FTA rules for transit fares, a normal paratransit fare cannot exceed twice that of a regular bus fare for an adult, which would mean that in Honolulu, it could not exceed \$5.50, however, paratransit fares in Honolulu are much lower than the maximum fare. Another provision says that the entity may charge a higher fare to a social service agency or other organization for agency trips. The guidance from FTA states that if the agency's program includes transportation that is funded by the agency, it is considered as an agency trip, whereas if an agency schedules a trip on behalf of a person paying for their own fare, it is not an agency trip. Therefore, for trips to be considered as agency trips, the organization, not the individual, should bear the trip's costs. The Centers for Medicare and Medicaid Services (CMS) rule states that an agency or entity can charge a fare similar to fares charged to the public and this remains the rule for regular fixed-route service. As transit agencies complained that agencies are shifting trips to the much cheaper public ADA paratransit service, this prompted the CMS to revise their rules about 10 years ago. The rules now enable transit agencies to charge a reasonable fare, which means transit agencies cannot make money out of it but can break even on the cost. A reasonable fare is calculated by a formula which is the total indirect costs divided by the expected number of trips.

In the case of TriMet in Portland, Oregon, their so-called "Agency payments," which are about \$10 million per year, dwarfed the revenue from regular lift passengers. The Oregon Department of Human Services DD Division (DHS) has a statewide program where the Oregon DHS provides a roster of people under the DD waiver programs. Once a client's name is in the roster, TriMet can begin to receive payments directly from DHS and the charged rate is the fully allocated cost determined by the formula mentioned above. TriMet submits a monthly invoice with a ridership report composed of individuals previously approved to ensure a check-and-balance for this program. Under the program, TriMet has also agreed with DHS that it will pay the local state share of the program via regular invoice and check.

In Hawaii, the City charges everyone, including programs and brokers, the same \$2.00 fare. These consumers pay approximately \$1.6 million or 3% of the costs. The federal government pays less than 1% of the Medicaid trips' costs while the State pay about 0.5%, making the total City cost about

95.5%, with a fare recovery rate of 4.1%. Meanwhile in the State of Oregon, consumers are charged \$2.00, which is same in Hawaii. DD programs are charged the fully allocated cost of the trip. The consumer payments generate \$1.6 million. The federal government pays \$5.4 million instead of \$300,000. Both the State and agencies pay nothing. In a subsidy program, TriMet pays \$3.6 million, which lowers the overall City cost translating to \$9.3 million savings for the City. For non-emergency transportation providers where they charge about \$45.00 for trips, the brokers immediately shifted to using private taxis as they are cheaper. This has been the experience of other states as well.

In Hawaii, profit-driven brokers have systematically moved trips from private providers to the City. In essence, if the City charges more than what private providers are charging, the brokers will immediately switch back. Several years ago across Hawaii, there were mom & pop-type private transportation companies with wheelchair emblems. Now, many of these companies have closed down due to brokers preferring TheHandi-Van. With the Oregon case, R. Morton emphasized that the same thing could happen to Hawaii so he is contacting community members and presenting this proposal. With cooperation between the City and the State of Hawaii, R. Morton's vision is to move toward a system that would look more like TriMet's model. While the numbers may seem scary, the impact to the agencies is actually positive since it eliminates the agency costs from \$4.00 a day to zero under this scheme. The largest difference would be the amount of money that the federal government could end up bringing in to our state. R. Morton said that in Hawaii the current rate for medical/Medicaid expenses is 60% federal and 40% State share. The City would prefer paying the 40% through an agreement with the State than paying the current 95.5% of the costs while the federal government pays the actual ongoing rate for transportation, which based on the CMS policy is the fully allocated cost of the trip. If the \$2.00 per ride ticket is continued, CMS will only pay 60% of \$2.00 instead of 60% of the reasonable cost or fully allocated cost of the service. R. Morton shared that he met with the City Administration, including the Managing Director and the Budget Department, among others, and they support the idea. He also expressed appreciation for Councilmember Tsuneyoshi's attendance since the next step would be engaging in discussions with the City Council. He also had a meeting with Senator Kidani, who graciously agreed to convene all the relevant committee chairs from the House or the Senate at a future meeting. As final note, R. Morton said that the procedure can be as straightforward as simply putting up a list of eligible people and providing a roster of transportation.

L. Dias thanked R. Morton for presenting an intriguing and creative idea and emphasized the CAT's role of seeking out different funding sources for such initiatives. She then asked if Med-QUEST is the contact in the State Department of Human Services. R. Morton responded that it might be Judy Mohr-Peterson, who heads the Med-QUEST Division and who used to lead this kind of program in Oregon. L. Dias also asked if DTS spoke with J. Mohr-Peterson on what would be required from the State, or if the Med-QUEST Division would manage the funds and reporting requirements to the federal government, among other things. R. Morton responded that while he's not entirely sure about the details, the State DOH would manage the DD program, and the MCOs themselves would manage the assurance of transportation, particularly non-emergency medical transportation, such as dialysis trips. L. Dias sought confirmation on the statement that the agencies would not pay anything. R. Morton explained that under the TriMet model, the agencies pay nothing. L. Dias further questioned if there are other states besides Oregon that are currently doing this. R. Morton said that other states are doing it but in a different way, as some states put up a higher charge and do not have any cooperative agreements to pay the local share, which is common in Milwaukee and in Pennsylvania. He then pointed out that with the Oregon model, the State pays nothing as well. If much of the costs are transferred to the State there could be pushback especially here in Hawaii and this program may never happen.

Other questions were also raised pertaining to the presentation:

D. Sakamoto asked if the proposal has an effect on the budget that was passed as well as on the five-year waiver program. R. Morton responded that the plan would take time and definitely will not be ready by FY23. As for the five-year program, R. Morton stated that amendments can be made and the logistical difficulties would be considered when doing an amendment. The discussions could start the ball rolling so that when the contract with the waiver programs expires in 2026, the changes would have been initiated. He added that significant discussions and support from all stakeholders will be needed. D. Sakamoto then mentioned Resolution 18-99 for the 2019 Legislature which

requested Med-QUEST to provide subsidy money for TheHandi-Van and asked if filing a resolution would help the proposal to move forward to the Legislature. R. Morton said he does not have a concrete answer and directed the question to Councilmember Tsuneyoshi. Recognizing the proposal as a creative way of increasing TheHandi-Van revenue, Councilmember Tsuneyoshi stated that beyond simply raising fares, the proposal will actually increase the funds to be able to improve the service, which is something that she is willing to consider and support by way of a resolution. L. Dias, R. Morton and D. Sakamoto expressed appreciation for Councilmember Tsuneyoshi's support.

A. Fuller inquired whether Oregon program's fees include day trips to excursions, like how some agencies in Hawaii use TheHandi-Van, or if it only allows the transport of participants to and from the program site. R. Morton did not want to speculate and went on to say that the State and the CMS would have extensive rules on what is an eligible expense and what is not, so clearly getting to and from the program is an eligible expense, and the middle-of-the-day trips would have to be researched further by DTS. He added that if an agency charges a participant for middle-of-the-day trips and the individual pays \$2.00, then it won't be an agency trip. A. Fuller clarified that some excursions are part of an agency's day program and in this case would be considered as an agency ride. She added that Easterseals Hawaii does not practice this but knows some agencies that use TheHandi-Van for some of their excursions.

P. Reyes requested more details on what the plan of action should be and confirmation that based on the presentation, TheHandi-Van will charge the full cost of the Medicaid trips. R. Morton affirmed this and offered a separate discussion on the points that are not presently clear with P. Reyes after he gets the chance to study the presentation. R. Morton reiterated that the federal government is willing to pay the fair share and although there are several steps to go through before that can happen, this mechanism aims to bring in more federal funding. P. Reyes then asked about agency trips and the eligibility process. R. Morton replied that with the Oregon program, eligibility is handled by the DD Division and then transmitted to the transportation providers. One option is to keep it within the waiver agency level to ensure that the people authorized to receive the benefit are the one's receiving it. There has to be an audit trail which may not necessarily be centralized. As it's a statewide program in Oregon, R. Morton thinks the State of Hawaii would make it available to every county if it were to happen in Honolulu.

A. Fuller shared that currently the agency cost for TheHandi-Van purchased through tickets is built-in to the rate of the service and doing this would require a whole system change where it would instead be paid directly to TheHandi-Van. She concluded it sounds like a great plan but it would require a lot of changes. R. Morton agreed and said that there is a box on the DD program to note whether or not the program includes transportation. While it will be a heavy lift, the benefits would be a continuing program where savings could be in the multi-million dollars so it's worthwhile to consider. The agencies might even be allowed to keep their \$4.00. Another challenge is figuring out how this would work with HOLO cards or if maintaining use of tickets is better. Recognizing the important role that the agencies play in the community, R. Morton emphasized that the agencies need to advocate for this plan for it to succeed. A. Fuller affirmed saying a lot of events would be needed for this to happen. L. Dias advised that it would be important for DTS to get the buy-in of state organizations and make sure that they also play their part in the 'heavy lifting'. R. Morton shared that OTS Paratransit has been consulted and the VP of Paratransit confirmed that it can be done on Oahu. DTS now plans to talk to State agencies next. He added that while DTS staff consulted with DHS in the past, the conversations did not go very far. L. Dias then asked if J. Mohr-Peterson expressed concerns during those meetings. R. Morton said he's not aware and does not want to second-guess what was said at that time.

M. Datuin agreed with P. Reyes's point and said that comparing the basic \$2.00 fare against the proposed \$45.00 would seem a bit steep from a program stand point. She then asked if Medicaid pays the whole \$45.00 and if agencies still need to print coupons for other costs. R. Morton explained that under the CMS Rules, Medicaid will pay it if it's an eligible expense. Technically, the State may have to classify it as an administrative expense or a medical expense, which may get a higher reimbursement so most would go toward a medical expense. R. Morton also shared several possible ways to do it, and coupons would be one; another is DHS authorization where DHS would have to approve all the waiver clients since application and approval is at the State level. He noted

that he's open to collaborate with State agencies to find ways, either high-tech or low-tech, to best implement the plan.

D. Sakamoto asked if companies, like Uber and Lyft, are doing trips for Med-QUEST. R. Morton replied that the companies may have serviced clients through the brokers. R. Morton proceeded to explain that about 15 years ago it was the social workers who arranged transportation. Then like many other states, Hawaii has now set up five MCOs (e.g. Kaiser, and United Healthcare, among others) which contract with brokers to arrange transportation. He shared that Leah Calixto, who used to work with OTS, is now with IntelliRide which has about 40 private transportation providers. IntelliRide also deals with various kinds of transportation including those who need to be air-lifted from other islands to Oahu.

While the proposal seems daunting to agencies, C. Townsend shared that taking risks and educating our government leaders to find the optimum way of sustaining public transportation to ensure accessibility is necessary to move forward. She expressed her full support of the plan, which was welcomed by R. Morton.

D. Customer Satisfaction Survey

S. Ishiyama gave as background that the Customer Satisfaction Survey was one of the recommendations for improvements from the Office of the City Auditor's 2016 audit of paratransit in Honolulu or TheHandi-Van service. The audit specifically recommended that Honolulu implement the survey indicated in the Short Range Transit Operations Plan, which cites San Mateo's program as an example. The intent of the survey is to poll ridership information on an ongoing basis to get a sense, over time, of how the system is meeting some of its basic operational requirements and may not necessarily be statistically valid.

The final draft of the Customer Satisfaction Survey that was provided along with the Meeting Notice covers general areas of the service – Reservations, Service, Vehicle and Driver. S. Ishiyama went over each of the questions and its respective options for answers. He explained for question #2.b. – "If you asked to be dropped off by an appointment time, did you arrive within 45 minutes before your appointment?" – that TheHandi-Van wants riders to arrive before their actual appointments but not unreasonably early.

Additional questions were also added about COVID mitigation measures in light of the pandemic.

In light of recent discussions with the Rate Commission (RC) and the City Council and interest in affordability of transit services in general, additional optional demographic questions that are not service-related were also added. DTS plans to bring this before the RC next month, at their October meeting. Once vetted by the RC, it will be discussed with the City Council.

DTS initially planned to have the survey available via web, paper form and through staff using tablet computers while riding TheHandi-Van vehicles to assist individuals who have difficulty filling in the surveys. With COVID, roll out will be scaled back to releasing the survey through the Estimated Van Arrival (EVA) program which many of TheHandi-Van riders are familiar with.

V. Ito recommended that the table in the demographic questions be placed below the 2nd question instead of before it to clearly identify that the table is meant for the 2nd demographic question. S. Ishiyama acknowledge this.

D. Sakamoto inquired if the survey will be available in Survey Monkey since most visually impaired individuals using JAWS find this site easy to use. He also offered to assist DTS with providing the survey to other agencies and low-income populations. S. Ishiyama responded that DTS will look into Survey Monkey although DTS feels that the use of the EVA system for the survey benefits the riders since many already use this system and the experience is the same. The rider needs to enter their EVA login details then they will be able to provide survey responses to each of their most recent trips. Currently, the rider is able to see all their trips for the past month but DTS is open to suggestion on how far back on trips taken we wish for the riders to provide feedback on.

- D. Sakamoto asked how DTS would handle individuals who wish to participate in the survey but have no access to EVA. S. Ishiyama responded that DTS can implement the same process via phone that was done for the survey for the Human Service Transportation Coordination Plan (HSTCP) update.
- B. Mick recommended adding questions to get information on people's interest in participating with a taxi voucher program, if funded. S. Ishiyama acknowledged that there are other ideas like this to enhance TheHandi-Van service. For now, DTS is following the auditor's recommendation of evaluating the existing service as explained earlier. The demographic questions are an exception because of the current interest in a low-income price break. DTS also wants to keep the survey brief to encourage more riders to take part in it. The recommendation is something that the DTS can consider for a survey in the future.
- L. Dias inquired about the accessibility of the survey's online version and if it is tested using screen readers. S. Ishiyama referred the question to M. Cheung from OTS IT who helped in the creation of the mock-up version of the survey for presentation to the CAT. M. Cheung responded that DTS brought up accessibility and OTS IT reviewed the accessibility standards and followed the accessibility guidelines. He added that OTS IT currently does not have licenses for JAWS software but they tested the site using Apple devices that have screen readers. M. Cheung proceeded to demonstrate how a rider can access the survey when they log in to EVA using a test site shown in a handout provided to the CAT with the meeting notice. Riders will see two links: One for the service-related questions and the other for optional demographic questions. He briefly walked through the service-related questions and noted that the display screen can be zoomed up to 200% for people with low vision so it only shows one question at a time. L. Dias and C. Townsend commended OTS IT's efforts in developing the survey. In terms of testing by users of screen readers, L. Dias mentioned that she knows several people who would be willing to participate in the testing.
- D. Sakamoto shared that there is a free 40-minute download for JAWS in the Freedom Scientific website, in case OTS IT needs it for testing.
- R. Morton asked about the timeline for completing the whole process. S. Ishiyama responded that DTS is taking comments and will continue working on accessibility and reformatting. DTS will then come up with an Outreach Plan and a timeline, which will also be shared with the CAT members to solicit their assistance to put the word out when the survey is released.

E. Transit Fare Update

As a background, S. Ishiyama said that there have been no changes in the fixed route bus fares since January 2018 when it went up from \$2.50 to \$2.75 for an adult cash fare. In the past year, the Council passed Bill 87 related to TheHandi-Van fare. This will increase a fare that has not changed since 2001 from its current \$2.00 rate to \$2.25 starting on July 1, 2022. At that time, the Council also asked DTS to return with a proposal for an extremely low-income fare. DTS presented a concept to the Rate Commission in August 2021. R. Morton shared DTS' goal to have the proposal with the Rate Commission be presented to the Council by the end of CY2021. Since the detailed discussions usually occur at Rate Commission and Council meetings, S. Ishiyama explained that what he presented is mostly a point of information for the CAT as the fares affect the constituents served by the CAT members. He added that these discussions would be included in the meeting notices that the Rate Commission releases but that no definite date has been set as of yet. R. Morton said there might be a date but cannot quite recall when it is.

F. TheHandi-Van Performance Report

M. Randolph presented the July 2021 Performance Report for TheHandi-Van starting with the average weekday ridership, with 2,320 in-house trips, 229 supplemental provider trips, and 2,549 combined trips, a 23.8% increase since May 2021's average weekday ridership of 2,277 in-house trips and 231 supplemental provider trips. The on-time performance measured for 10 minutes before the schedule pickup (P/U) time and 30 minutes after scheduled P/U time was 97.39% while all combined early and on-time P/Us was 98.76%. On-time performance of trips with desired arrival time is 63.9% for drop-offs (D/O) completed within 45 minutes before the client's desired arrival time, and 92.81% for all drop-offs (D/O) completed on or before the client's desired arrival time. The comparative trip length analysis showed that out of 54,589 completed trips, 2,700 trips had trip times longer than an hour, and 85.79% of TheHandi-Van trips with trip times longer than an hour were

completed in the same time or less than the comparable fixed route trip. 100 trips, or 4.1% of all TheHandi-Van trips were 15 or more minutes longer than a comparable fixed route trip. Average vehicle availability was 88.27%.

- P. Reves suggested that the report be shared in advance with the CAT members along with other meeting documents, to help the members see the data being reported. M. Randolph agreed to quickly put up a visual presentation. R. Morton informed the group that the information is available online on TheBus website (www.TheBus.org). S. Ishiyama then announced the arrival of Councilmember Heidi Tsuneyoshi, who made an inquiry for M. Randolph. Councilmember Tsuneyoshi asked about the service and operations of TheHandi-Van in terms of providing service to clients who were found to be COVID-19 positive and if there are alternative transportation options for these clients as her office have received multiple calls from constituents about this specific situation. M. Randolph asked to clarify that the question refers to regular trips. Councilmember Tsuneyoshi responded that it is applicable for both in-house and supplemental provider trips, particularly when a person goes to dialysis but was later on found to be COVID positive and does not have any other way to get to their appointment. M. Randolph said the typical process involves the dialysis clinics informing TheHandi-Van of the client's positive test or contact with someone who was COVID positive. The dialysis center then coordinates transportation on behalf of these clients since they would be not allowed on TheHandi-Van service until cleared from COVID infection. Councilmember Tsuneyoshi asked how clients will go to their medical appointments and M. Randolph responded that The Handi-Van is a public transit service and does not provide non-emergency medical transportation. He added that in the past when a client contracted COVID, the dialysis center coordinates with other transportation providers to service the client to mitigate the spread of COVID since TheHandi-Van provides a shared-ride service.
- D. Sakamoto asked about the current number of TheHandi-Van operators and if OTS coordinates with service providers that have opened with regards to subscription riders and program participants. M. Randolph said that currently TheHandi-Van fleet has 207 vehicles and 340 active drivers. Regarding the program participants of agencies, M. Randolph responded that OTS is closely working with the agencies particularly when they reopen. Currently there are agencies that have fully opened, partially opened or are still closed due to the pandemic. In terms of subscription trips, TheHandi-Van will only resume these trips when the volume has reached pre-COVID levels. D. Sakamoto then asked about the status of procurement of new vehicles to replace the old ones. M. Randolph replied that OTS is closely working with DTS on an ongoing bid process.
- M. Randolph circled back to P. Reyes' suggestion of sharing the report before the meeting and asked if he still needed to display it via WebEx. P. Reyes mentioned that he already saw the performance report from the OTS website but would appreciate it to be included in the meeting documents moving forward for the CAT members' easy reference during the meeting. P. Reyes then inquired about the impact of the COVID pandemic to the ridership. M. Randolph responded that lower ridership levels were experienced since pre-COVID levels of about 3,500-4,000 trips. The current ridership average is 2,700 trips, a 30% drop, but the overall quality of service has been maintained.

IV. Next CAT Meeting Date

L. Dias advised the group that agenda items being considered for the next meeting are a review of the Bylaws that a subcommittee was tasked to initially review, COVID-19 funding, HOLO implementation, and officer elections, among other items. S. Ishiyama shared that DTS will reach out to the subcommittee, which will drive the Bylaws discussion in the next CAT meeting date. He apologized and mentioned that Bylaws review was intended to be part of this meeting's agenda but there was a request by the subcommittee for one last review of the draft revisions. While there are no definite dates, the process is as follows: First, convene the subcommittee meeting; second, assuming there are no major changes in the draft Bylaws, DTS will send the draft to the subcommittee members for review and then set a date for the subsequent CAT meeting, where discussions of the Bylaws would take place. He pointed out that proposed revisions to the Bylaws cannot be voted upon at the same meeting in which they are introduced, so DTS would need to schedule another CAT meeting to vote on the Bylaws revisions. The proposed changes to the Bylaws include the addition of a second At-Large member and out of respect to the individual who may be named to that position, DTS thought to hold off the elections until the Bylaw

approval and the individual is named. L. Dias confirmed that order of activities would be: Bylaws subcommittee meeting, a second CAT meeting to go over the Bylaws, then another CAT meeting to vote on the Bylaws and elect officers. S. Ishiyama agreed that the sequencing is correct. L. Dias then confirmed that no date for second CAT meeting will be set but assured that the members will hear about it soon. K. Lawas added that the subcommittee members would be contacted via email to request for their availability during the last week of September and first week of October 2021.

V. Other Business

D. Sakamoto stated that the \$1.2 million same-day voucher program, which was part of the recommendations in the Nelson\Nygaard study, should be moved forward within the DTS in a timely manner. He then said that the 2019 Triennial Review has been pushed back to 2022 by the FTA due to the pandemic. Lastly, he asked what portions were removed and added in the updated TheHandi-Van Rider's Guide. L. Dias suggested that these items be considered for the next meeting's agenda.

VI. Close

Before closing, L. Dias thanked all the returning CAT members as well as the new CAT members, DTS Director R. Morton, Councilmember Tsuneyoshi, and the DTS staff.

There being no further business, it was moved by A. Fuller and seconded by V. Ito that the meeting be adjourned. L. Dias adjourned the meeting at 2:43 p.m.